

FairPoint Communications, Inc.
State of New Hampshire
Docket No. DT 07-011

Respondent: Peter G. Nixon
Title: Chief Operating Officer

REQUEST: Office of Consumer Advocate
Group II

DATED: April 13, 2007

ITEM: OCA 2-26 Re page 24, lines 9-11, and lines 19-22, and page 25, lines 1-2. Please describe in detail FairPoint's understanding of Commission docket DT 04-019, which concerns Verizon's quality of service. Please describe FairPoint's willingness to work to the Commission and stakeholders to achieve a "constructive resolution" of this docket.

REPLY: FairPoint is aware that the PUC has opened a docket to address quality of service issues pertaining to Verizon which has not resulted in hearings or a decision by the Commission. FairPoint is willing to work with Staff and the parties to identify the quality of service issues and establish metrics that FairPoint will achieve and reporting procedures by which FairPoint's performance can be monitored.